

## Exploring Effectiveness of Calling Concern Service for Discharged Patient From an Acute Psychiatric Ward.

### —Taking One Northern Regional Hospital as an Example

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#### 【Background】

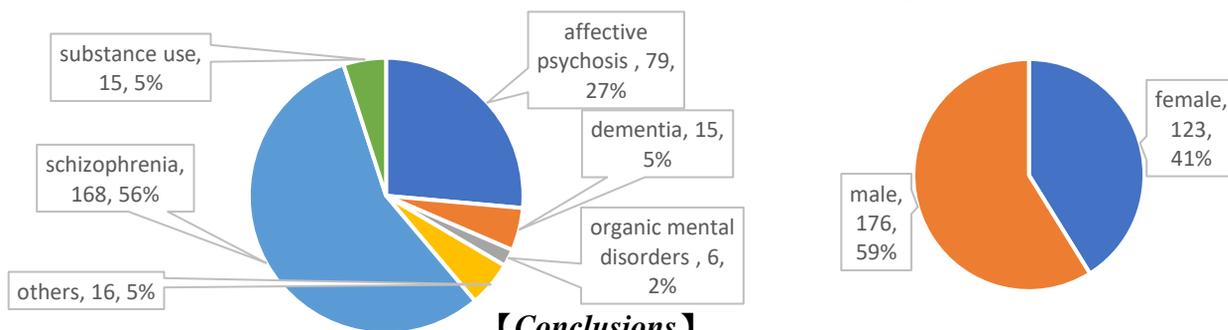
This study explores the effectiveness of appointment reminder calls to patients just discharged from an acute psychiatric ward. Given the unstable medical treatment of psychiatric patients, hospital designed appointment reminder calls to patients. For reducing the re-admissions, patients with different diagnoses could improve their compliance with medical treatment through the social worker's reminder calls.

#### 【Methods】

It's a content analysis and retrospective study, using the database of discharged patients from the acute psychiatric ward from 2019 to 2020. The database was set up by a registered nurse to fill out the patient's status, and the social worker provided appointment reminder calls and documented the service results. The social worker would give a call to remind patients to return to the hospital or make an appointment. 299 patients were tracked in this study.

#### 【Results】

The highest rate of return by first appointment reminder calls was affective psychosis (100.0%), schizophrenia (91.1%), substance use (90.5%), organic mental disorders (89.9%), dementia (86.7%), the lowest is others (60.6%). The regular return rate for three appointments was 65.6% (48.6% to 65.6%). The highest was dementia and the lowest was others. Compared with the 60-day re-admission rate, after the appointment reminder call interventions, the re-admission had a statistically significant reduction. (12.8% to 3.0%)



#### 【Conclusions】

The research results show that the appointment reminder calls by social workers after discharge can reduce the short-term re-admission rate. When patients whose condition is stable returns to the hospital more intensively after discharge, their compliance with medical treatment is better. In addition, the diagnosis would be a different type on the rate of return. Compared with the past, the rate of return was on the increase.

#### 【Relevance to HPH】

Appointment reminder calls by social workers is important to reduce re-admission of patients just discharged from the acute psychiatric ward. It is suggested that to determine the cycle of discharged patients' return to the hospital based on different diagnosis, then supplies patients with appointment reminder calls to improve the return rate and reduce the re-admissions.

**Keywords:** acute psychiatric ward, appointment reminder calls, re-admission